Missouri Department of SOCIAL SERVICES
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Children's Division Maintaining Medical Records Report

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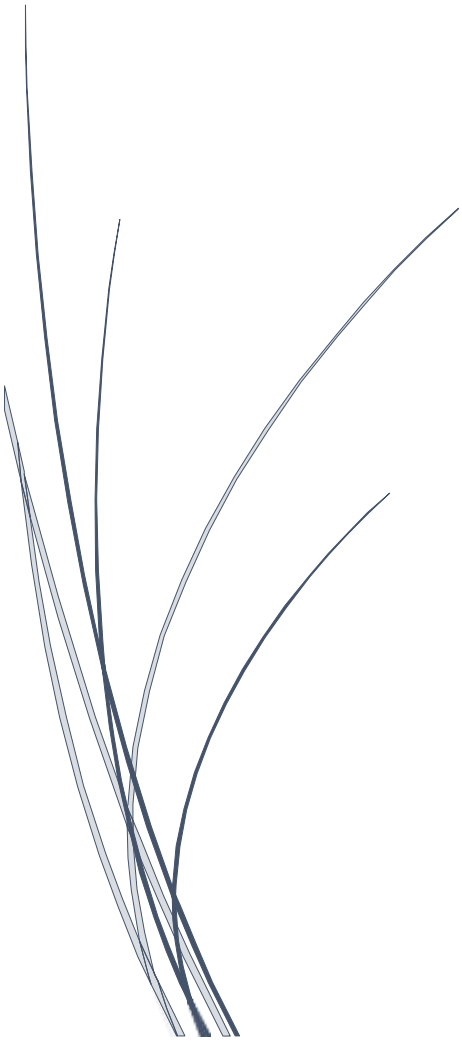

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Introduction

The Department of Social Services (the Department) oversees several programs to support the general welfare of children in the State of Missouri. The Department has established the Children's Division to administer and manage the programs for children who are in the legal custody of the state. The Children's Division promotes the well-being of Missouri children by partnering with parents, family/community members and government agencies. The Children's Division has developed specific programs to provide specialized services. These programs help strengthen families through intervention, prevention, early child care, adoption, and foster care.

Each Children's Division program is unique; however, the emphasis of this report is on the children in the "Missouri Foster Care Program." This refers to children placed away from their parents or placed in Children's Division custody for twenty-four (24)-hour care. A foster care program includes placements in: foster family homes, foster homes of relatives, group homes, emergency shelters, residential facilities, child care institutions, and pre-adoptive homes. When children are suddenly separated from their parents or other caregivers for entrance into the foster care system, it can be a difficult and traumatic time for families. When the child is in Children's Division custody, it is in the best interests of the child for parents, resource providers, and case managers to know that child's medical history and current information and share that medical history with those individuals who are providing care. An efficient medical records system can provide the medical information needed to support proper care.

The term medical record is used to describe the systematic documentation of a child's medical history and plan of care. The medical record includes a variety of "notes" entered by health care providers. These notes include, but are not limited to: orders for the administration of drugs and therapies, laboratory test results, treatment/service plans, and observations of the child's symptoms and/or responses to treatment. The information contained in the medical record allows health care providers to assess the child's current treatments and review previous medical history. This can increase the providers' ability to prescribe safe and effective remedies. The medical record serves as the central source for planning the child's care and documenting the provision of medical services.

A medical records system may be paper or electronic. A paper medical records system consists of physical documents that are placed in a file or folder. An electronic medical records system consists of medical information entered into a computer or other digital device.

This report documents the commitment of the Children's Division to the development and operation of a statewide system to maintain medical records and/or medical information for each child in its custody. The medical records system must operate and maintain all medical records consistent with federal and state law and Children's Division policy.

To ensure the confidentiality, maintenance of, and access to a child's medical record are consistent with applicable provisions of federal and state law, Children's Division is compliant with the Department's information security system. The information security process was implemented to be in compliance with the federal Health Insurance Portability and Accountability Act and the State of Missouri's Sunshine Law requirements.

The Children's Division has placed great importance on the oversight and coordination of medical/behavioral health services provided to children in its custody. Developing, operating, and maintaining a medical records system is a vital and essential service for each child. The medical records system can provide prescribers, the child, parent(s), placement providers, and case managers with enough current and historical information to promote the effective and efficient delivery of various medical/behavioral health treatments. This report contains Children's Division's current efforts to maintain medical records and their plans to implement a medical records system.

Current Efforts for Maintaining Medical Records

The Health Information Specialist team continues to gather and maintain medical records for children in foster care. All medical documents collected for each child are retained in the case manager's physical paper file and in the Children's Divisions document imaging system called "OnBase." The physical file remains in the case manager's home office and is securely stored in accordance with Council on Accreditation (COA) standards. The medical documents in OnBase are scanned or uploaded through electronic mail and placed in the child's OnBase file using their individually assigned client, call/case, or resource provider number and payment requests.

The primary methods to acquire medical documents have consistently been accessing Medicaid claims data, requesting information from current and past medical care providers known to Children's Division, reaching out to the child's health insurance plan, gathering records from past foster care providers, and gathering records and information from parents (whose rights have not been terminated) or guardians and other family members involved in the child's health care. In addition to the methods mentioned above the Health Information Specialist team continues to utilize the Biscom medical fax service. The Biscom fax servers can send outbound electronic faxes and receive inbound electronic faxes, which allows staff access to a standardized process to obtain the child's medical documents and build a medical record.

The acquisition of medical documents has become an important process in the effort to improve healthcare decisions. The Health Information Specialist team has been approved to use the CIOX Health medical documents system. CIOX Health supports more than 140 health plans and offers a full range of digital and manual services to process document requests. The CIOX service is only available to health care agencies that are enrolled with CIOX. The Health Information Specialist team request medical documents from health care agencies and the CIOX service will gather the documents from the agency and send them to the team via electronic or regular mail. The combination of the Biscom fax and CIOX has provided a variety of options for team members to obtain medical documents.

The collection of medical documents has produced several challenges. The Health Information team has been focused on establishing a consistent structure to submit payments for medical documents requested by Children's Division offices. The Health Information Specialist team is collaborating with local offices to allocate one person to be a point of contact who will handle all payments for medical documents. Many of the medical document requests have been for all documents within the child's record. This has been an effective way to obtain historical documents; however, there must be an active effort to collect current medical documents. The Health Information Specialist team has stressed the importance of obtaining the current documents through continuous communication with case managers. This is especially true regarding any changes in the child's status to include hospitalizations, living arrangements, appointments, and providers including counselors. Along with the focus on obtaining and uploading medical documents, the Health Information Specialist team will review information in the Children's Division's Family and Children Electronic System. This is a universal database utilized by Children's Division staff to input and update any case management services provided to the child.

The Health Information Specialist team's collaboration with case managers and review of resources, demonstrates Children's Division's reasonable and diligent efforts to maintain a full medical record. A full medical record includes medical and surgical/dental history; psychosocial history; past behavioral health/psychiatric history, including medication history, documented benefits, and adverse effects; past hospitalization or residential treatment history; allergies/immunizations; current and past medications, including current dosage and directions for administration; family health history; treatment and/or service plans; and results of any clinically indicated lab work. The continuous input and evaluation of the case manager's physical files and OnBase provides a statewide system for Children's Division staff to retrieve and compile a full medical record.

Plans to Develop a Medical Records System

The State of Missouri's Office of Administration has awarded a contract to Cerner Corporation to pilot a project to develop and maintain an electronic medical records system. This pilot project is between the Department of Social Services and Cerner Corporation. An integral part of the medical records system project is Cerner's Project Plan. The Plan introduces Cerner's HealtheIntent platform that will be utilized to build the Healthe Foster Children Registry and a HealtheRecord for children in foster care.

The HealtheIntent platform is a shared computing service that combines health data from different systems across the continuum of care. This platform can receive data from hospital Electronic Medical Record (EMR) requirements, ambulatory EMR, medical/pharmacy claims, and laboratory data. HealtheIntent creates a record containing information that supports programs for decision support, quality measurement, and analytics for population management.

The primary goal of the Healthe Foster Children Registry is to build a Registry from data within the HealtheIntent platform and additional data from the: Lewis and Clark Information Exchange (LACIE Public Exchange), Medicaid Management Information System (MMIS) Claims (Wipro Infocrossing, Inc.) and Cyber Access, and Family and Children Electronic System (FACES). When the data has been integrated, Cerner has forty-two (42) conditions within the Registry that can be measured to support certain healthcare decisions.

The HealtheRecord provides a longitudinal record combining clinical events and information into a single view. Items in HealtheRecord include, but are not limited to, allergies, conditions, lab results, and medication.

Cerner has indicated that the Healthe Foster Children Registry and HealtheRecord will allow the Children's Division to identify, score, predict risks, and manage care to guide targeted interventions for children in foster care. The pilot project will be implemented in Jackson, Clay, Platte, Cass, and Vernon counties and will continue for thirty-six (36) months.

Cerner has planned to employ their Medicaid Deployment Methodology (MDM) for project management. Cerner’s MDM is based on the Project Management Body of Knowledge model and industry project management standards. The MDM assesses the areas of people, process, technology, and combines best practice recommendations with project management content (project plans and templates) to promote high quality and continuous improvement throughout the project.

The MDM approach will contain the following project phases:

• Initiate – Define and initiate project startup through foundational events and data discovery.

• Plan – Establish project scope, objectives and define the course of action required to implement the Healthe Foster Children Registry and HealtheRecord.

• Execute – Complete the work defined in the project management plan based on Children's Division project requirements.

• Monitor and Control – Track, review and monitor the progress and performance of the project based on Children's Division-approved measurements and metrics. Children's Division and Cerner teams measure the value achieved from the pilot implementation project during this stage and identify opportunities for improvement.

• Close – Formally complete or close the project, phase, or agreement per Children's Division approval and signoff.

Department of Social Services is proud of their partnership with Cerner and looks forward to combining talents and expertise to develop, maintain and support an electronic medical records system for children in foster care.